

An Introduction to Riverview Psychiatric Center & Dorothea Dix Psychiatric Center Maine Department of Health and Human Services

Prepared for the
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Superintendents



*Department of Health
and Human Services*

*Maine People Living
Safe, Healthy and Productive Lives*

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Riverview Psychiatric Center (RPC) & Dorothea Dix Psychiatric Center (DDPC)

RPC and DDPC serve as the **cornerstone for psychiatric inpatient treatment** in Maine, and are focused on improving the delivery of healthcare services to Mainers with severe and persistent mental illness. We strive to deliver **improved treatment** that focuses on enhancing symptom management, promoting skill development, increasing knowledge and **ensuring the timely return of those we serve to a more independent, sustainable and hopeful life in the community.**

We achieve quality improvement by researching and implementing evidence-based treatment and enhancing our partnerships and collaboration with community providers.

Riverview

PSYCHIATRIC CENTER



January 2017

Riverview Psychiatric Center

Riverview Psychiatric Center provides forensic and civil hospitalization services to those with severe and persistent mental illness in the state of Maine. The hospital also provides outpatient services to those who are under the care of the Commissioner and assigned to the program by the Maine courts. Riverview provides comprehensive treatment services based on evidence based models of psychiatric care.

People We Serve / Services We Provide: FY 2016 At a Glance

- RPC operates with the potential of 92 beds
- Positions – 374 State FTE 4 Limited Period Positions 40.5 Contracted Positions
- Admissions – 222
- Inpatient Days – 30,640
- Average Length of Stay: Civil - 128 days Forensic - 316 days
- Average Inpatient Census – 89
- Outpatient Census – 50
- Patient Age Range: 18 – 84

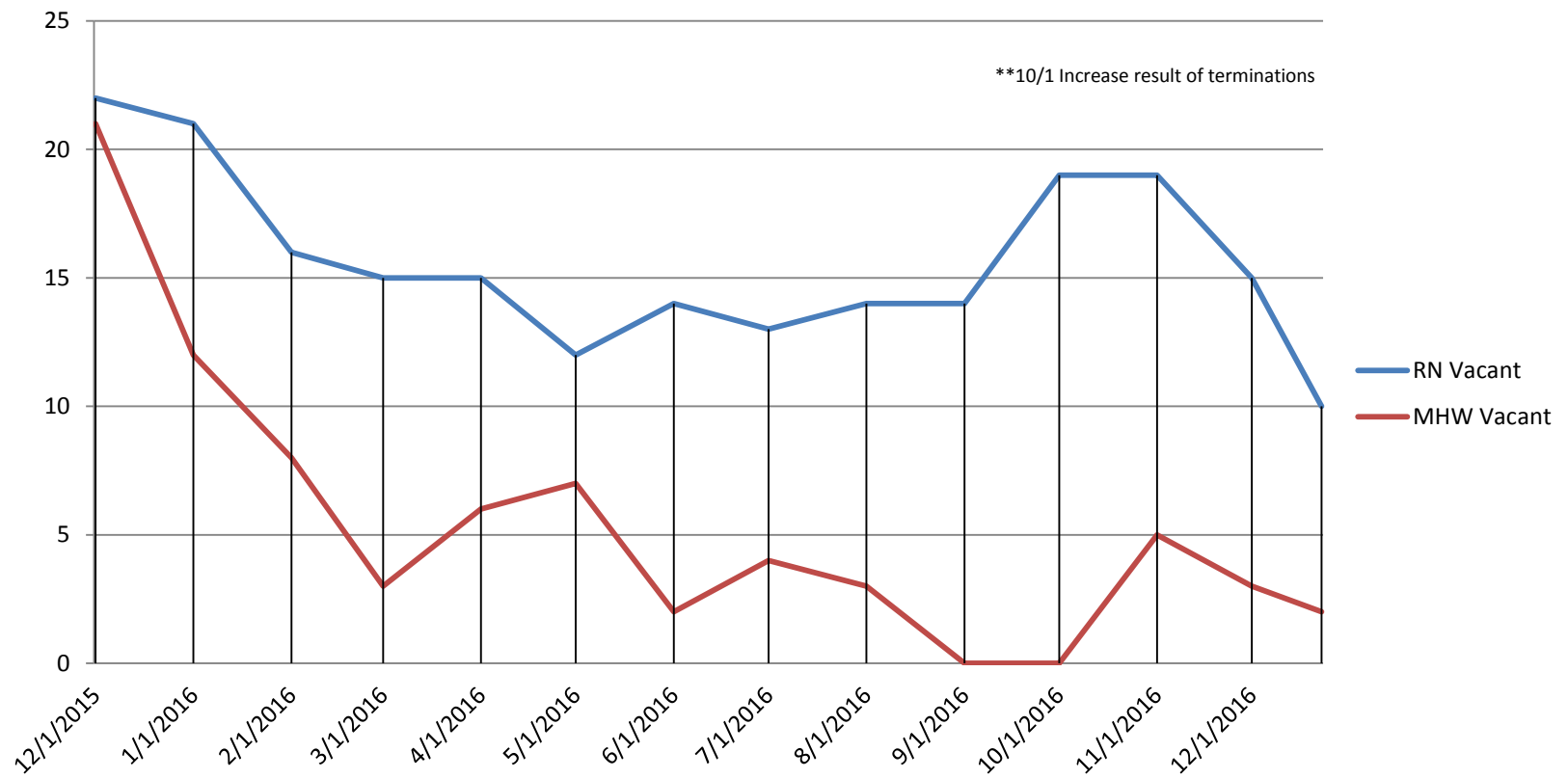
Riverview Psychiatric Center

Accomplishments:

- ✓ Joint Commission Accreditation Survey, October 27-28, 2016
- ✓ Both hospital and outpatient services reaccredited for 3 year period
- ✓ 67% decrease in citations related to hospital patient care from 2013 survey
- ✓ 45% decrease in nursing vacancies. 85% decrease in MHW vacancies.
- ✓ 75% decrease in number of nursing mandates and 94% decrease in MHW mandates since January, 2016.

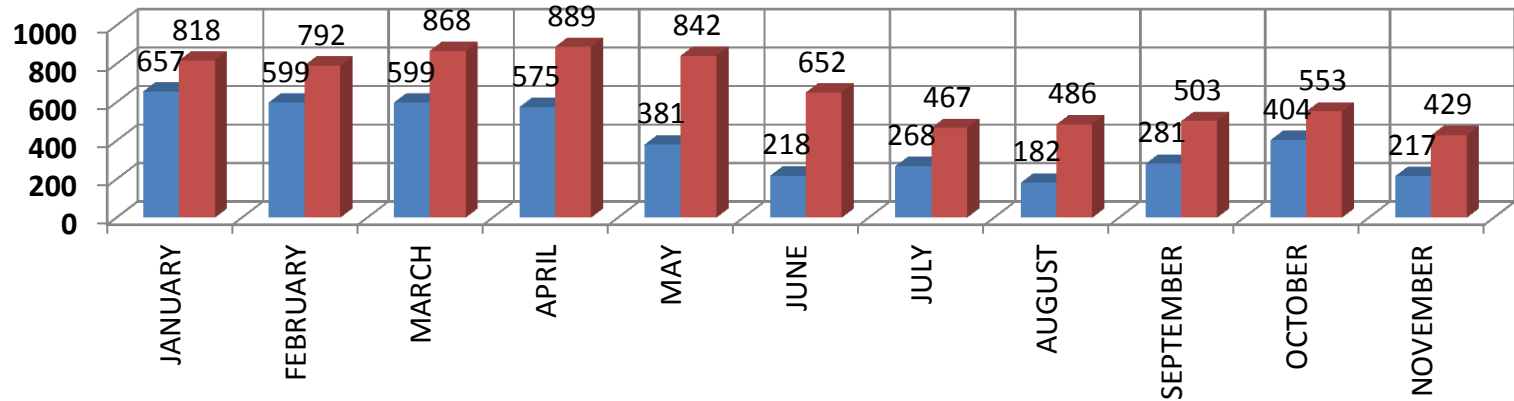
Riverview Psychiatric Center

Direct Care Vacancies

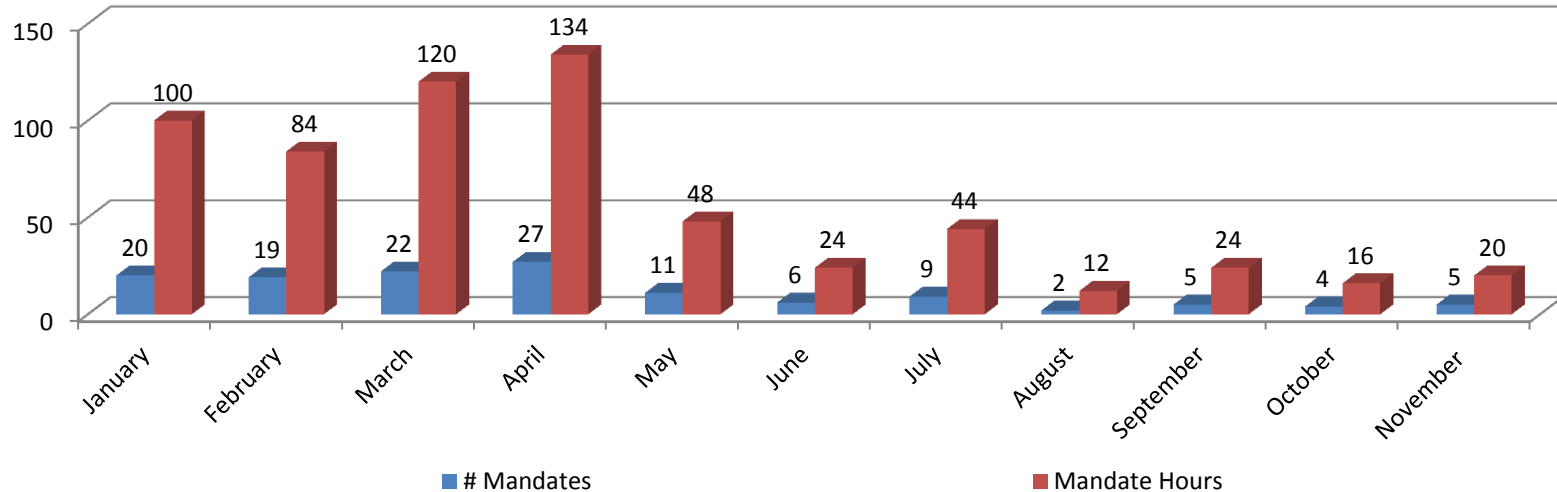


Riverview Psychiatric Center

Nurse Overtime & Per Diem Hours

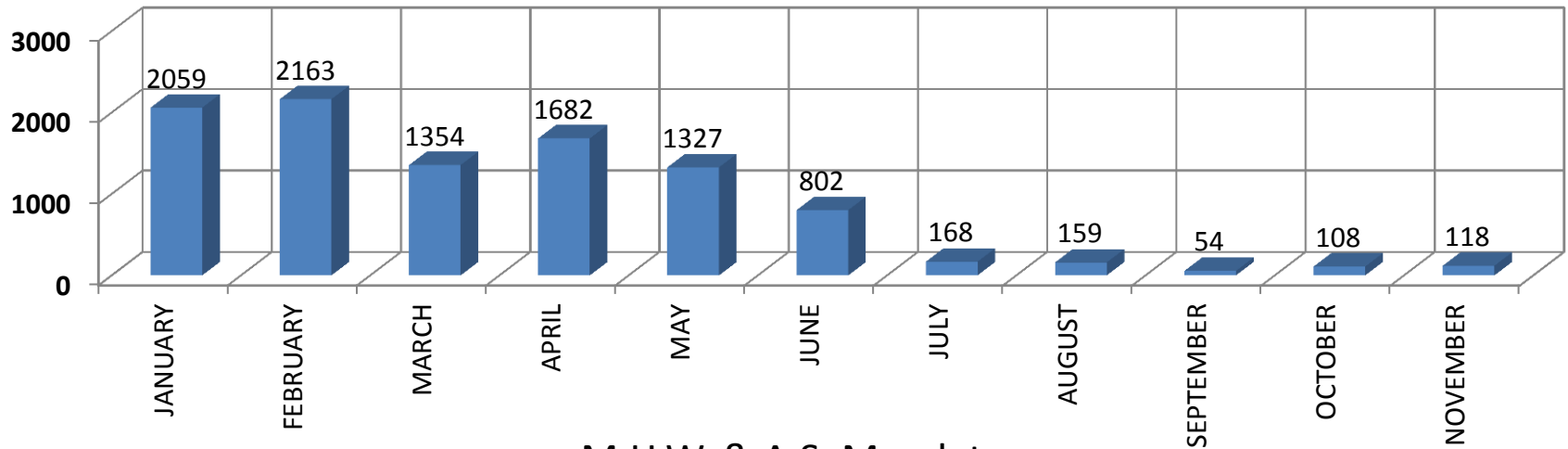


Nurse Mandates

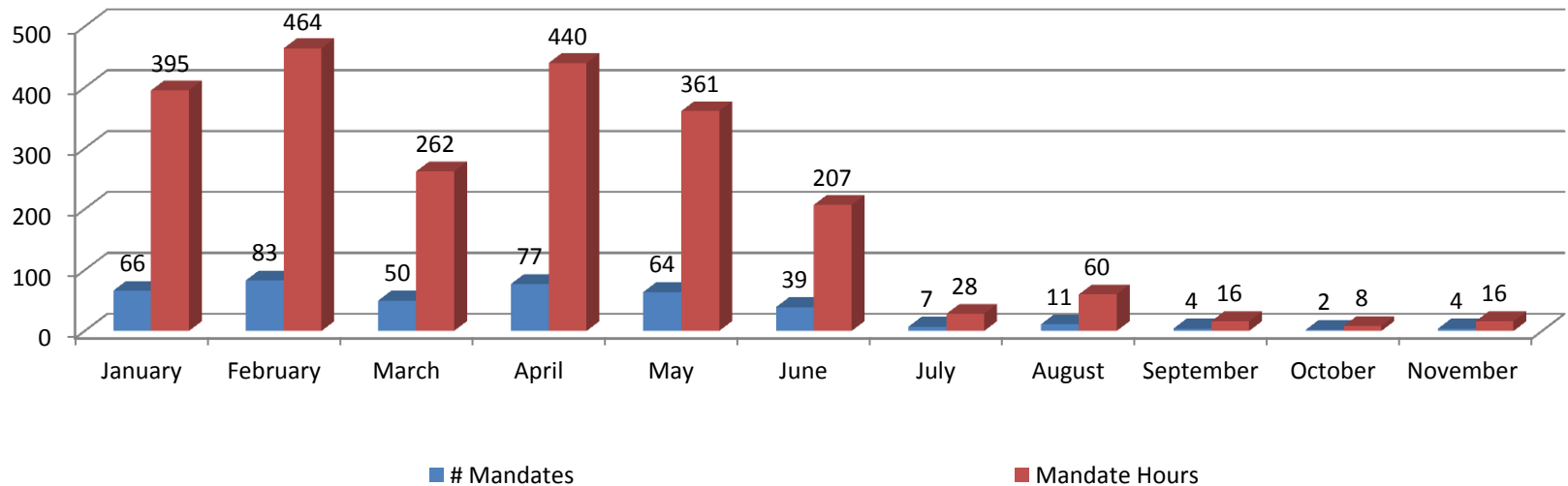


Riverview Psychiatric Center

M.H.W. & A.S. Overtime Hours

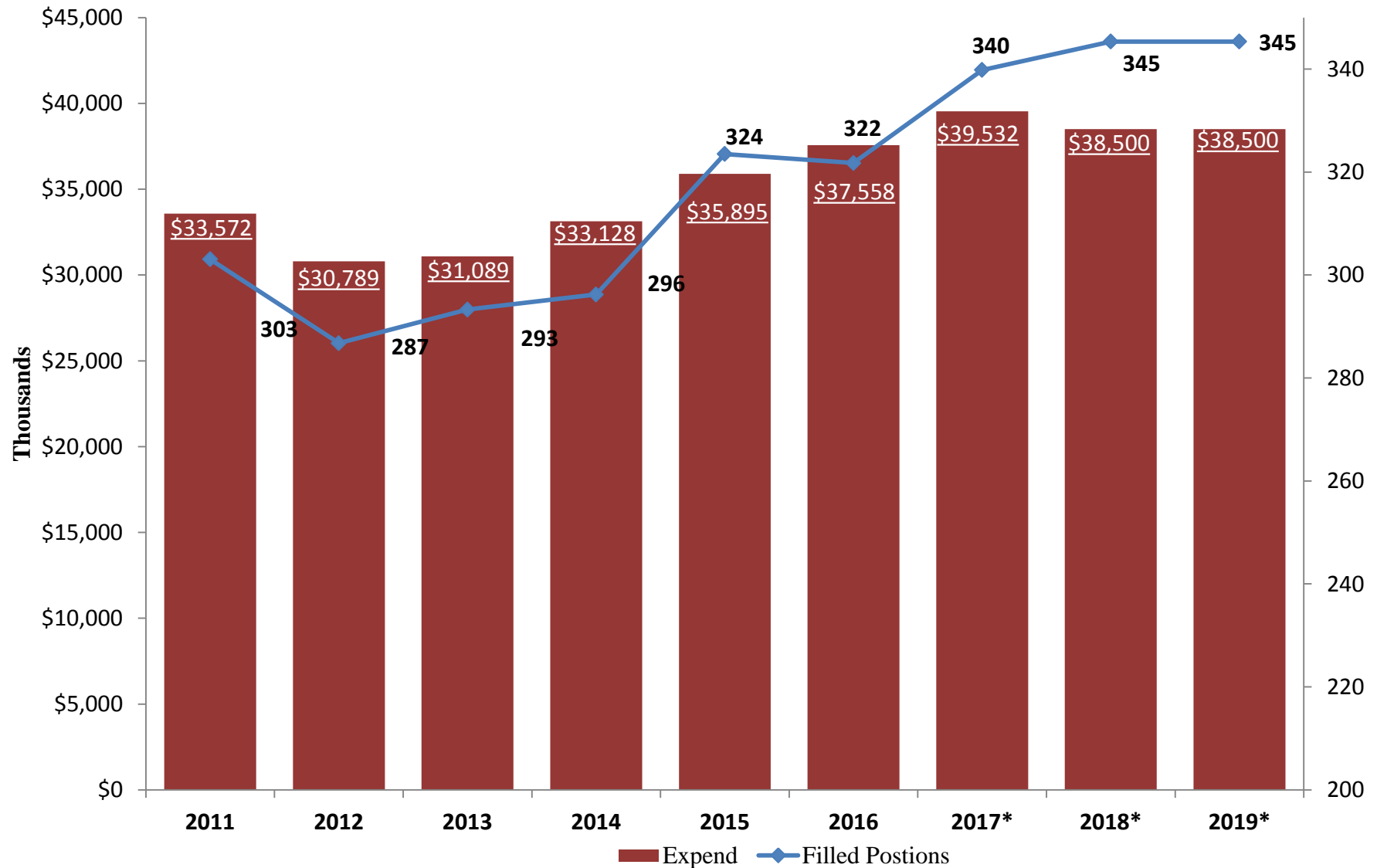


M.H.W. & A.S. Mandates



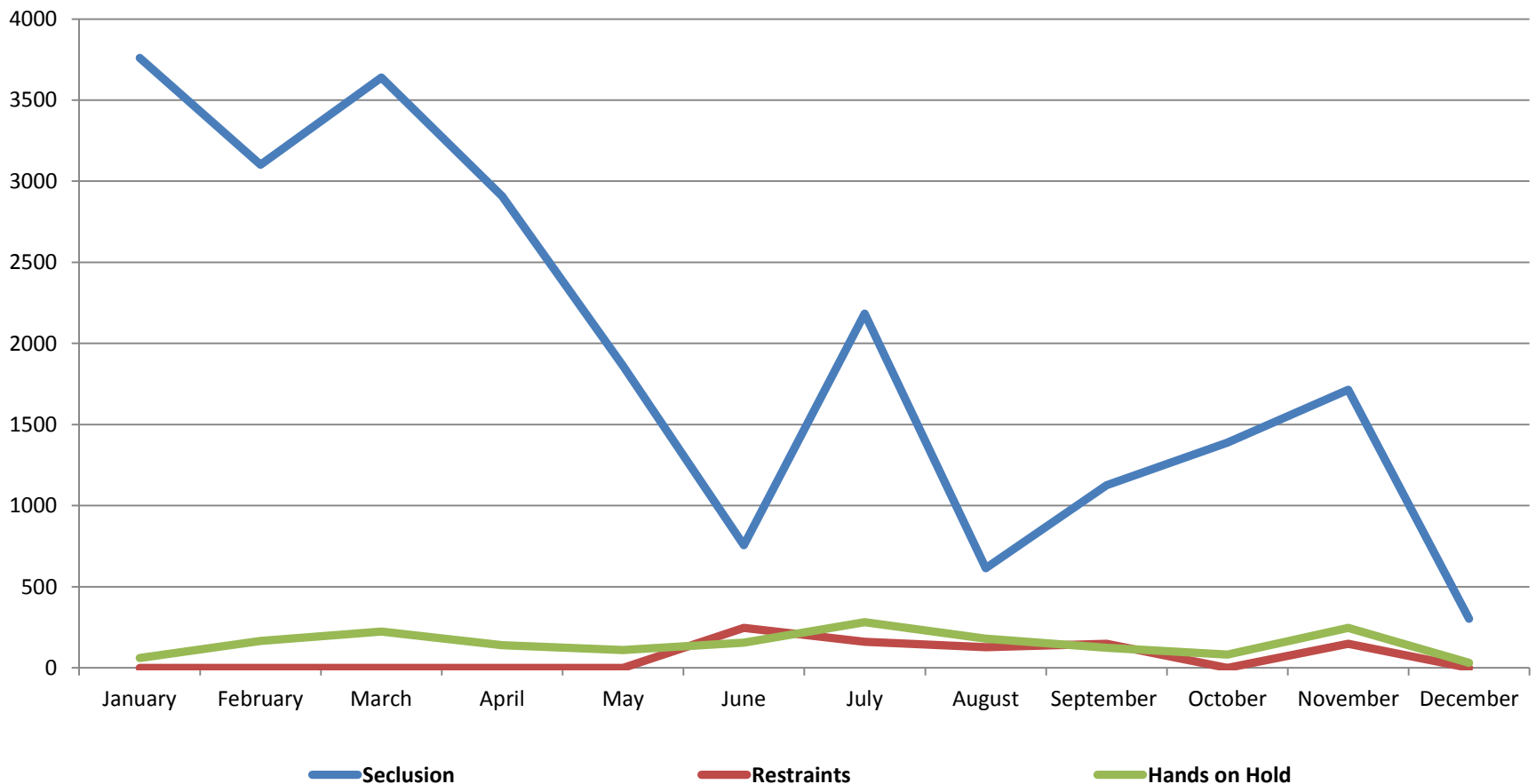
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Riverview - Expenditures and Positions Filled



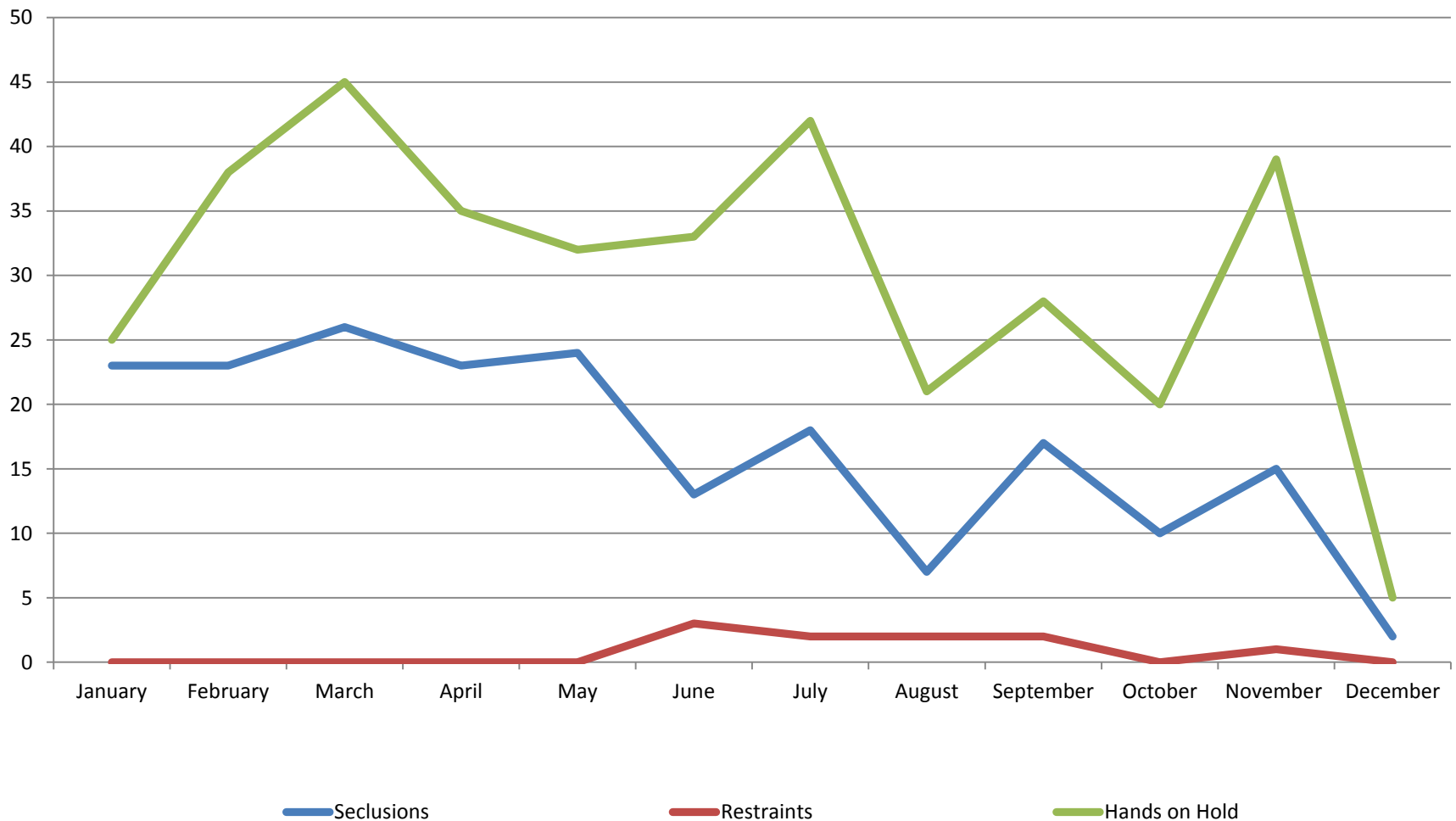
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Seclusions, Restraints and Hands on Hold, 2016
Minutes per Month



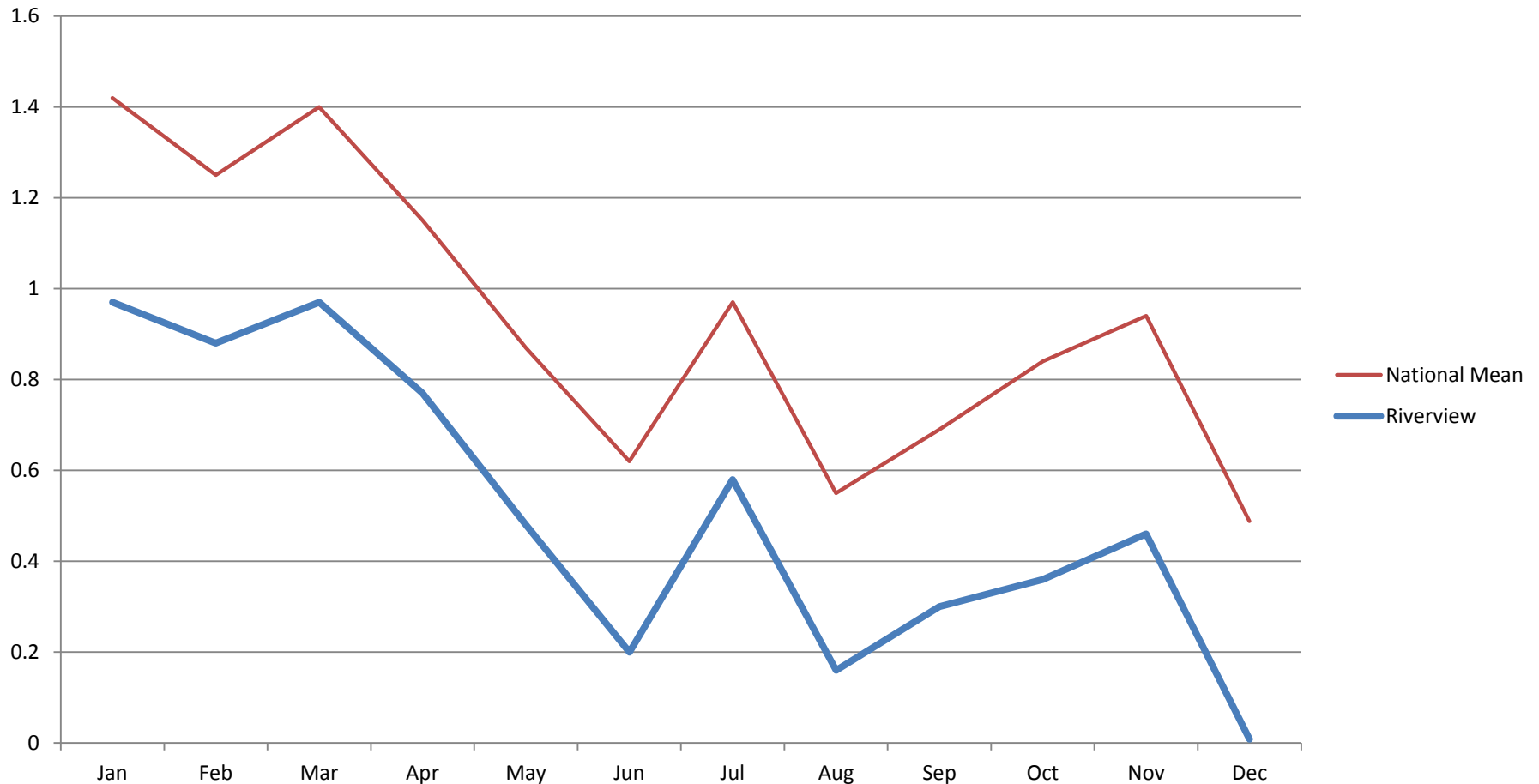
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Seclusions, Restraints, and Hands on Hold, 2016 Number of Events per Month



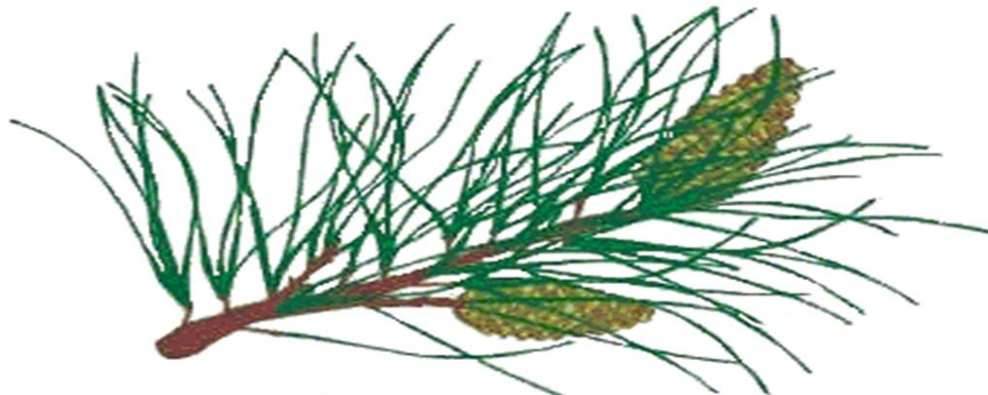
Riverview Psychiatric Center

Seclusion hours per 1,000 hours of patient care, 2016



There was a 98% decrease in seclusion hours from January to December, 2016.

Dorothea Dix



Psychiatric Center

Dorothea Dix Psychiatric Center

People We Serve / Services We Provide: FY 2016 At a Glance

- DDPC operates with the potential of 51 beds
- Positions – 196.5 State FTE 6 Limited Period Positions 67 Contracted Positions
- Admissions – 138
- Inpatient Days – 14,040
- Outpatient Days – 1,990
- Average Length of Stay – 116 Days
- Average Daily Census – 38
- Patient Age Range – 18-79

Top Three Diagnoses

- Schizophrenia, Unspecified
- Schizoaffective Disorder, Bipolar Type
- Schizoaffective Disorder, Unspecified

Dorothea Dix Psychiatric Center

It is the responsibility of the hospital to demonstrate fiscal responsibility and accountability through improved treatment and competency of staff. DDPC maintains Centers for Medicaid and Medicare and Joint Commission certifications through participation in performance measures that are derived from the Hospital Based Inpatient Psychiatric Services that are reflected in quarterly reports and priority focus areas that are referenced in the Joint Commission

DDPC continues to increase efforts to partner with patients' natural supports, community providers, families and friends that will create more inclusive discharge plans and patient satisfaction. DDPC averaged a 78% patient satisfaction rate for the first quarter of FY 2017 as compared to the 85% target.

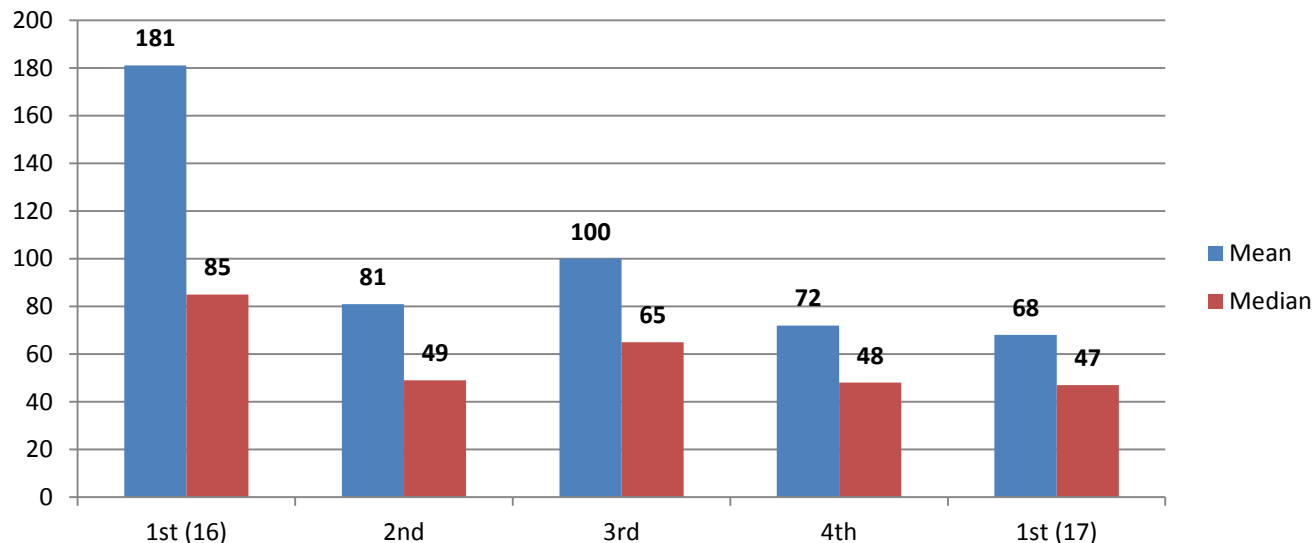
Accomplishments

- ✓ Established an effective and efficient protocol for forensic referrals
- ✓ Provided leadership for the Progressive Treatment Program to encourage the use of outpatient commitment
- ✓ Received extremely positive Joint Commission survey results that verified the excellent provision of services from DDPC
- ✓ Established peer services as part of DDPC's treatment array of services

Dorothea Dix Psychiatric Center

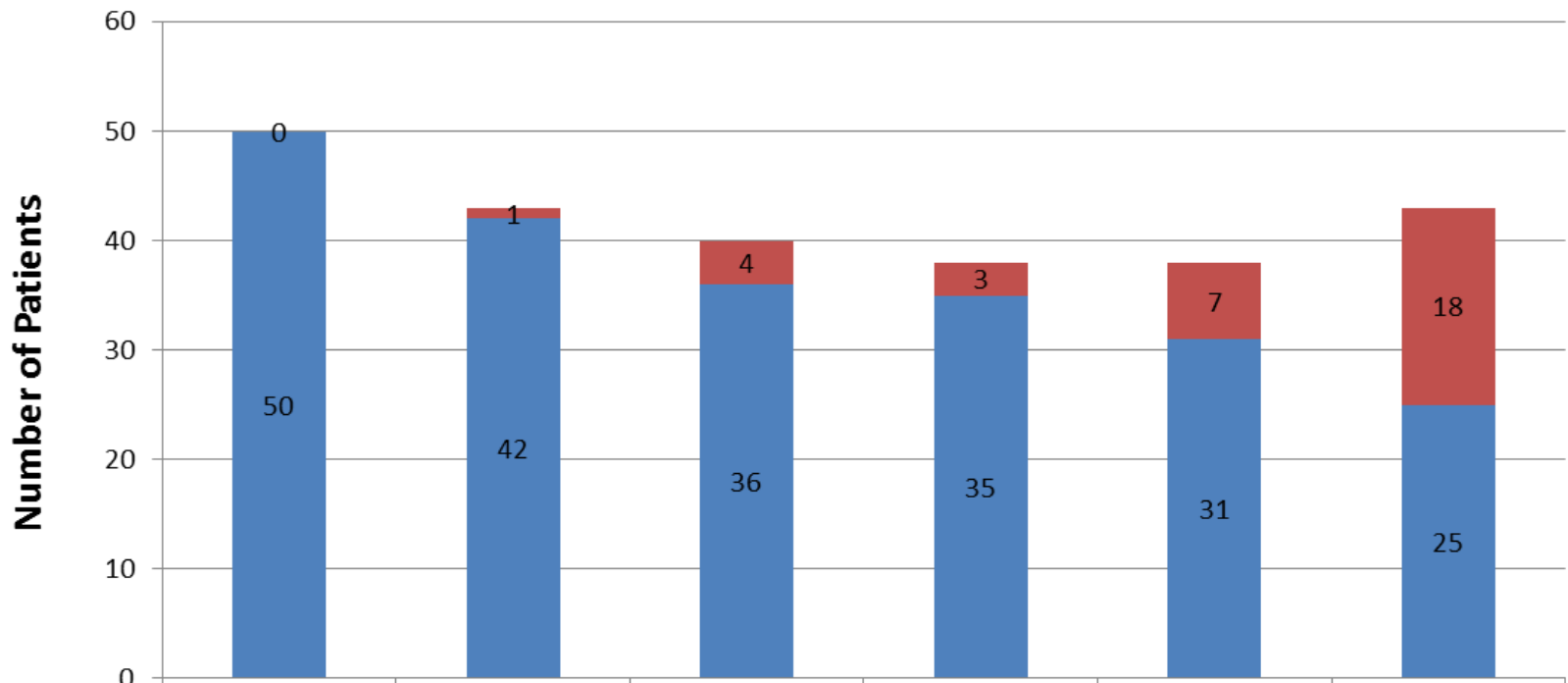
Improved treatment, staff competency and proactive discharge processes are expected to reduce patient days consistent with the national average target of 44 days. Average length of stay has been reduced from an average of 181 days in Q1 SFY 2016 to 68 days in Q1 SFY 2017. This reduction in length of stay of 62% for civil patients indicates a greater efficiency of patient care. The result is that more psychiatric beds are available to patients in need and that patients are transitioning to the community more quickly.

DDPC Average Length of Stay



Dorothea Dix Psychiatric Center

Dorothea Dix Psychiatric Center
Average Patient Census



Forensic Patients	0	1	4	3	7	18
Civil Patients	50	42	36	35	31	25

Fiscal Year

Dorothea Dix Psychiatric Center

